

Customer Service Report for SCB

For the period: Friday, February 01, 2008 12:00:00 AM to Friday, February 29, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	0	0	0	2	0	4
Account Lockout	1	0	0	0	0	0	0	0	1	0	5
Password Reset	1	0	0	4	0	1	0	0	4	0	2
Back Office Support											
Server Recovery	1	0	0	0	0	0	0	0	1	0	5
Helix Support											
Apps/Other	2	0	0	0	0	0	0	0	2	0	4
Info/Biowulf	10	0	0	0	0	0	0	0	10	0	5
Info/General	1	0	0	0	0	0	0	0	1	0	3
Quota/Restore	8	0	0	0	0	0	0	0	8	0	4
Security											
Incident	71	0	0	0	0	6	0	0	65	0	4
Web Site Issue (non-CIT)											
Other	1	0	0	0	0	0	0	0	1	0	10
Grand Total:	98	0	0	4	0	7	0	0	95	0	4

Total Tickets Closed:	95
Total Tickets Assigned/Pending/Checked Out:	7
Total Tickets Created:	102